

## **REMARKS**

In the Office Action dated February 15, 2005, claims 1-4, 9-12, 16-22, 25-27, 31-39, 42-44, 48-53, 56-58, 62, and 63 were rejected under 35 U.S.C. § 102; and, claims 5-8, 13-15, 23, 24, 28-30, 40, 41, 45-47, 54, 55, and 59-61 were rejected under 35 U.S.C. § 103.

In response, Applicants amended Claims 1, 19, 35, and 50.

Additionally, Applicants amended Claims 2, 4, 5, 23, 39, 40, 42, 48, 49, 51, 53, and 54 to correct previously undetected informalities; these amendments have not been entered to overcome prior art.

No new matter has been introduced by any of the amendments.

Accordingly, claims 1-63 remain pending, and reconsideration is respectfully requested in light of these amendments and the following remarks.

### **Rejection under 35 U.S.C. 102**

Claims 1-4, 9-12, 16-22, 25-27, 31-39, 42-44, 48-53, 56-58, 62, and 63 stand rejected under 35 U.S.C. 102 as being anticipated by U.S. Patent Publication No. 2001/005464, to Kannan ("*Kannan*"). In response, Applicants have amended Claims 1, 19, 35, and 50 to more clearly distinguish the invention over Kannan.

Amended claim 1 is patentable over *Kannan* because *Kannan* fails to teach at least the operational limitation "determining based ... on content of a locator ... whether to provide browsing assistance...."

*Kannan* merely teaches of a service manager 610 that may determine from the browser data in the customer profile or the customer's behavior whether the customer needs help. An example of how the determination may be made would be if a predetermined period of time has elapsed, or the URL history of the customer indicates that the customer is idle at the same Web page. Upon making this

determination, a Customer Service Web page can be initiated by the service manager 610 to invite the customer to interact with a Customer Service Representative. (See page 7, paragraph 91).

As one of ordinary skill in the art would appreciate, an URL history indicates that the customer is idle when the URL history is not being updated with URL of new pages being visited. Further, monitoring whether the URL history gets updated with URL of recently visited web pages does not involve examining the content of the URL of the recently visited web pages.

Accordingly, for at least the foregoing reason, Claim 1 is clearly patentable over *Kannan*.

Claims 19, 35, and 50 contain substantially similar limitations as those described for Claim 1 and are therefore patentable over *Kannan* for at least the reasons previously presented.

Claims 2-18, 20-34, 36-49, and 51-63 depend from Claims 1, 19, 35, and 50, respectively, incorporating their limitations. Therefore, for at least the same reasons, Claims 2-18, 20-34, 36-49, and 51-63 are also patentable over *Kannan*.

#### Rejection under 35 U.S.C. 103

Claims 5-8, 23, 24, 40, 41, 54, and 55 stand rejected under 35 U.S.C. 103 as being unpatentable over *Kannan* in view of U.S. Patent No. 6,397,246 to Wolfe ("*Wolfe*"). *Wolfe* does not remedy the above discussed deficiency of *Kannan*, accordingly, Claims 1, 19, 35, and 50 are patentable over *Kannan*, even when combined with *Wolfe*.

Claims 5-8, 23, 24, 40, 41, 54, and 55 depend on Claims 1, 19, 35, and 50, incorporating their limitations respectively. Therefore, for at least the same reasons, Claims 5-8, 23, 24, 40, 41, 54, and 55 are patentable over *Kannan* and *Wolfe* combined.

Claims 13, 28, 45, and 59 stand rejected under 35 U.S.C. 103 as being unpatentable over *Kannan* in view of U.S. Patent No. 5,960,429 to Peercy, et al. ("*Peercy*"). *Peercy* does not remedy the deficiencies of *Kannan*, accordingly, Claims 1, 19, 35 and 50 are patentable over *Kannan* even when combined with *Peercy*.

Claims 13, 28, 45, and 59 depend on Claims 1, 19, 35, and 50, incorporating their limitations respectively. Accordingly, for at least the same reasons, Claims 13, 28, 45, and 59 are patentable over *Kannan* and *Peercy* combined.

Claims 14, 15, 29, 30, 46, 47, 60, and 61 stand rejected under 35 U.S.C. 103 as being unpatentable over *Kannan* in view of U.S. Patent No. 6,026,409 to Blumenthal ("*Blumenthal*"). *Blumenthal* does not remedy the deficiencies of *Kannan*, accordingly, Claims 1, 19, 35 and 50 are patentable over *Kannan* even when combined with *Blumenthal*.

Claims 14, 15, 29, 30, 46, 47, 60, and 61 depend on Claims 1, 19, 35, and 50, incorporating their limitations respectively. Accordingly, for at least the same reasons, Claims 13, 28, 45, and 59 are patentable over *Kannan* and *Blumenthal* combined.

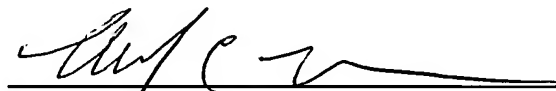
Conclusion

In view of the foregoing, Applicants submit claims 1-63 are in condition for allowance. Earlier issuance of Notice of Allowance is earnestly solicited.

Please charge deposit account No. 500393, if there is any deficiency in fees required for the filing, and likewise credit the same account for any excess payment of fees.

Respectfully submitted,  
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